

COLONNADE

ASSISTANCE SERVICE 24/7

TRAVEL HEALTH INSURANCE FOR FOREIGNERS CLIENT INFORMATION



+420 251 032 835

FREE 24/7 HELPLINE

Immediate assistance in dealing with challenging situations during the term of your travel health insurance. Our helpline coordinators are **available 24 hours a day, 7 days a week**. Consultation is provided in Czech and English.



Medical aid and recommendations

We will provide information about doctors and hospitals in a place of residence.

We will take care of transportation to/from health care facility, if indicated by the physician.

We will ensure hospitalization in suitable health care facility.



Direct invoicing

Direct settlement with the hospital if you cannot pay for the treatment yourself and the treatment took place in contractual partner facility recommended by the assistance service.



Repatriation

If repatriation is necessary and possible from the medical point of view after hospitalization or treatment, the assistance service in cooperation with the attending physician will arrange for the return of the insured to the country of permanent residence.



Interpretation

Assistance service is available in English and Czech. If needed, interpretation can be also arranged in Russian and Vietnamese.



Assistance Service is provided in cooperation with Global Assistance.



Online Clinic 24/7

Health care professionals are continuously available to our clients in the 24/7 Online Clinic. Reach out if you need to:

- ✓ Find suitable specialist in the Czech Republic
- ✓ Consult medical procedures in case of health issues
- ✓ Receive recommendation what health care professional to contact with your issue
- ✓ Explain and consult illness symptoms and causes
- ✓ Consult medical procedures and their purpose
- ✓ Explain and consult medical examination findings
- ✓ Receive information about medication and its effects
- ✓ Issue e-prescription



Communication with the doctor is in Czech or English via **video call** (9:00 - 19:00) or **phone call** (non-stop).

After calling the helpline, the coordinator will arrange consultation with a doctor according to your requirements and doctor's availability.



Contact

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